

**F19650-00-R-0001**

**ATTACHMENT 7  
QUALITY ASSURANCE SURVEILLANCE PLAN  
(QASP)**

**CIVIL ENGINEERING SERVICES**

**25 February 2000**

## **INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

## QUALITY ASSURANCE SURVEILLANCE PLAN

Performance Objective	SOW para.	Performance Threshold
Treat customers politely, cheerfully and promptly	1.1.1	Customer service rating of at least 4.0 on a 5.0 scale
Provide a service call function continuously during normal duty hours, 5 days a week	1.1.1.1	No customer complaints
Coordinate planned disruptions of services	1.1.1.3	Consistently coordinated 14 calendar days in advance
Coordinate routine work and facility inspection with facility manager or occupant	1.1.1.4	Consistently coordinated 3 workdays before work is scheduled
Identify facility upgrade, repair, and improvement requirements	1.1.2	No degradation in facility condition
Maintain work history and warranty information for each facility	1.1.2.1	Records on 95% of facilities are current
Respond to emergency work during duty hours	1.1.5.1.1	All emergencies are under resolution within 30 minutes
Respond to emergency work during non-duty hours	1.1.5.1.1	All emergencies after work hours are under resolution within one hour
Complete urgent work	1.1.5.2	Urgent work is consistently completed within 5 work days
Complete routine work	1.1.5.3	Routine work is completed within 30 calendar days or if project work has been programmed within 30 calendar days
Establish, maintain, and operate a self-help function with sufficient inventory	1.1.6	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Maintain storm water drainage system, liquid fuel systems, generators, and signage	1.2.1, 1.2.3 thru 1.2.6	Zero outages due to lack of maintenance
Maintain swimming pools, playgrounds and recreational areas	1.2.8 and 1.2.9	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Maintain pavements and traffic signals	1.2.2 and 1.2.7	Pavements are clean, markings are always clearly visible and traffic signals are fully operational
Maintain utility infrastructure; water, sewer gas, and exterior electrical	1.2.10 thru 1.2.13	No unplanned outages occur attributable to lack of maintenance
Provide economical maintenance, repair, construction, installation, operation, and service functions for facilities	1.3	Threshold is defined by SOW paragraph 1.1.4 and its sub-paragraphs, per category of work.
Maintain a preventive maintenance Recurring Work Program (RWP)	1.3.1	Completion rates meet established standards

<b>Performance Objective</b>	<b>SOW para.</b>	<b>Performance Threshold</b>
Maintain plumbing, interior electric, and roof systems in good working order	1.3.3, 1.3.5 and 1.3.7	No outages due to lack of maintenance
Maintain HVAC systems in good working order	1.3.4	No outages due to lack of maintenance
Maintain fire protection and detection systems in good working order	1.3.8	Systems are always fully operational
Maintain miscellaneous systems in good working order.	1.3.9	No outages due to lack of maintenance
Operate and maintain steam heat, chilled water, water treatment plants	1.4 thru 1.4.3	No unexpected steam or chilled water outages occur
Determine utility requirements, prepare utility service specifications, and submit reports	1.4.5	Reports and other data submitted on time
Provide refuse collection per scheduled plan	1.5.1	Refuse complaints are less than 4 per month
Collect bulk refuse	1.5.1.3	Completed within 24 hours of notification
Implement hazardous waste management, and submit monthly report	1.5.2	Zero notices of violation
Ensure keys are available for occupants and security locks are maintained	1.5.5	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Respond to occupant request to open lock	1.5.5.1	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Provide grounds maintenance and landscaping services including replacement of unhealthy plants IAW submitted plan	1.5.6	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Remove snow and ice IAW Snow and Ice Control Plan	1.5.7.1	In accordance with the plan. Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Manage a base energy reduction program	1.5.15 thru 1.5.15.6	Meet energy reduction goals
Provide tracking procedures to follow the COCESS material request through the entire process from initial request by the contractor until the item is issued to the contractor.	1.5.13.3	Materials are obtained timely to complete routine work orders within 30 calendar days.
Manage base environmental protection program	1.6	Zero notice of violations
Manage, staff, and coordinate internal ECAMP audit	1.6.2.2	ECAMP violations are limited to less than 30
Monitor wastewater and storm water discharge	1.6.2.3 and 1.6.2.4	Compliance within permit levels
Identify, remove, and properly dispose of asbestos, lead based paint, and PCBs	1.6.2.5 thru 1.6.2.5 and 1.6.2.8	Zero notice of violations
Operate a Hazardous Materials Pharmacy	1.6.6	Customer surveys result in a rating of at least 4.0 on a scale of 5.0

<b>Performance Objective</b>	<b>SOW para.</b>	<b>Performance Threshold</b>
Provide community planning and programming functions	1.7.2	Meet standards in Architectural Compatibility Plan and Base Comprehensive Plan
Prepare 7-year work plans for each GOQ	1.7.2.2	On-time submittal to HQ AFMC
Complete project programming	1.7.3	Completed within 30 calendar days of work order receipt
Develop project folders that are easily located	1.7.3.1	Folders reviewed contain required documents and are current
Comply with requirements of ETLs and CTLs for designs	1.7.4.1	Zero notices of non- compliance
Comply with Energy Act of 1992	1.7.4.4	Zero notices of non-compliance
Complete all project designs (with functioning documents).	1.7.4	Within time period established by government funding documents
Complete all project designs (based on Government representative schedule)	1.7.4.6.	Within time period established by government funding document
Provides engineering support to tenant organizations	1.7.5	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Conduct design and construction reviews and submit project status reports to government representative	1.7.5.1	On-time submission of reports
Inspection of Construction	1.7.7	Inspection records are complete and accurate for all project work
Monitor base construction – for projects subcontracted (not performed by contractor’s forces)	1.7.7.1 thru 1.7.7..5.	Construction is within budget and schedule, customer surveys result in a rating of at least 4.0 on a scale of 5.0
Maintains complete as-built and record drawings	1.7.8.	As-built and record drawings are continuously maintained and fully accurate
Conduct complete inventory of Real Estate Property	1.8.1.1	Complete every 5 years,
Maintain real property accountability records and accomplish vouchers	1.8.1.3	Completed within 4 weeks of changes
Maintain housing waiting lists	1.8.4.1	Current waiting list available
Maintain a satisfactory occupancy rate in military family housing	1.8.5	98% Occupancy rate maintained, and customer surveys result in a rating of at least 4.0 on a scale of 5.0
Maintain a satisfactory occupancy rate in dormitories	1.8.5	90% Occupancy rate maintained, and customer surveys result in a rating of at least 4.0 on a scale of 5.0
Conduct inspections with housing occupants	1.8.5.1.2	Perform pre-final inspection 30-45 days before occupant vacates
Performs complete Change of Occupancy, number of days units are not useable is kept to less than 10 calendar days	1.8.5.5.	Units are consistently turned over within 10 calendar days

Performance Objective	SOW para.	Performance Threshold
Satisfy appliance replacement requirements	1.8.6.1	Customer surveys result in a rating of at least 4.0 on a scale of 5.0
Submit required documents	1.8.8.1 thru 1.8.8.6	Meet deadline 95% of time
Maintain accurate budgets	1.9.1	Actual amounts are within 5% of the budgets.
Provide reports for the Civil Engineer Financial Plan	1.9.2	Financial plan is submitted on time
Submit I&S business area report	1.9.3	Report is submitted on-time
Review and verify purchased utility costs	1.9.5	Submit monthly, on-time
Conduct annual verification of members drawing BAH	1.9.8	Submit annually, on-time
Submit GOQ expenditure reports to government representative	1.9.11	Submit monthly, on-time
Ensure limitations of costs for GOQ are not exceeded	1.9.11	Notify government representative when within 15% of cost limitations, 100% of time
Develop, update, execute, and review Disaster Preparedness and Emergency Operations planning documents	1.10.1	Documents are consistently current
Respond to contingencies and natural disasters during normal duty hours	1.10.2	Response is within 20 minutes for on-base and 60 minutes for off-base
Respond to contingencies and natural disasters after normal duty hours	1.10.2	Within 60 minutes for on-base and 90 minutes for off-base
Provide CBWD training to military and civilian personnel on mobility status	1.10.3	90% of eligible trainees are trained
Submit BPI reports on time	1.11	Quarterly submission, on-time

**STANDARD:** The performance thresholds established for each of the performance objectives are the number of defects permitted before the quality assurance (QA) person notifies the contracting officer for appropriate action in accordance with FAR 52.246-5, Inspection of Services – Cost Reimbursement, or FAR 52.246-12, Inspection of Construction – Cost Reimbursement as appropriate.

**SURVEILLANCE:** Government QA personnel will conduct monthly evaluations of all of the above SDS items. Government QA personnel may also receive complaints from base personnel and other Government representative(s) and pass them to the contractor's quality control inspector (QCI) for correction. Customer's complaints may be submitted by any form of communication, including fax and e-mail.

#### **PROCEDURES:**

**Monthly Evaluations:** The Government's QA person will evaluate the first performance objective by initially ensuring the contractor's quality control plan sets forth a satisfactory service rating system. The QA will then evaluate all of the customer service rating submissions to validate that an average 4.0 rating is maintained. For the

other performance objectives, the QA will visit the appropriate work area of the contractor and either observe the contractor performing the tasks or review documentation, as appropriate. The QA person will notify the contract manager of any defects in performance and permit the contractor to re-perform the service. If the contractor cannot or will not re-perform the defective service, the QA person will notify the contracting officer.

The QA person may also perform the monthly evaluations through evaluations of the contractor's quality control program, which was previously approved by the government. The contractor shall submit the monthly quality control schedule to the QA person before the first of each month. The QA person may perform inspections in any number of ways. The QA person may accompany the QCI on scheduled inspections and observe the QCI inspecting the service to ensure defects are corrected. The QA person may immediately inspect the same area as the QCI as soon as the QCI has completed the QC inspection to determine if any surveillance areas were overlooked. The QA person may also inspect an area prior to QCI and compare results. The QA person will record defects if QCI fails to record performance defects and defects are not corrected.

**Customer Complaints:** Any base employee observing unacceptable services and quality of work for any of the above items should immediately contact the government quality assurance person. The QA person will initially consider the complaint valid, verbally notify the QCI, and document the complaint. The QA person then lets the customer know when the defect should be corrected. The QA person advises the customer to contact the evaluator if the defect is not corrected. The QA person considers customer complaints resolved unless otherwise notified by the customer. It is the contractor's responsibility to obtain a copy of the written customer complaint from the government QA person. The QCI will be given two hours after the verbal notification from the government evaluator to correct the unacceptable performance defect. If the QCI disagrees with complaint and challenges the validity of the complaint, the QCI will notify the QA person. The QA person validates the complaint by investigating the defect. If the complaint is invalid, the QA person will document the findings and notify the customer. The QA person retains a copy of the written complaint. After investigation, if the QA person determines the complaint as valid, the QA person informs the QCI. The QCI is given an additional hour to correct the defect. Defects will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return documentation to the QA person of the actions taken to remedy the situation. The QA person documents the data for future recurring performance.